GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:653
ANSWERED ON:23.02.2006
SETTING UP OF CALL CENTRES
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Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways propose to set up call centres for customer care;

(b) if so, the details thereof and the estimated expenditure involved therein;

(c) the time by which such centres are likely to be set up;

(d) whether the Railways propose to hand over such centres to private parties; and

(e) if so, the relative gain to the Railways therefrom?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU)

(a) to (e): Integrated Train Enquiry System (ITES) will be set up by providing call centres throughout the country. Two call centres at Patna and Bangalore have already been made operational on trial basis. The main features of the call centres would be:

(i) A universal telephone number 139 will be provided without prefixing any Subscriber Trunk Dialing (STD) code to get connected to the call centre.

(ii) Both Interactive Voice Response System (IVRS) and manual enquiry will disseminate information on train running status, Reservation status of Passenger and availability of accommodation.

Commissioning of remaining call centres is likely to be completed during 2006-07.These call centres are to be based on a self-sustainable model to the extent possible.